

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Budget Estimates Spill-over Hearing June 2017

Communications Portfolio

NBN Co Limited

Question No: 293

NBN Co Limited

Hansard Ref: Page 23, 15/06/2017

Topic: New Developments – Telstra not supplying phone line

Senator Hanson, Pauline asked:

Senator HANSON: What I am hearing is that, for people in new sites, Telstra are not going in and providing the service, because they have heard that NBN is going to go there, so these people are waiting months. Businesses cannot get a service done, and it is affecting their business. Households and pensioners need a phone on, yet they are forestalling. What is being done to work with Telstra and NBN to ensure that these people have a service?

Mr Morrow: Let me explain a little bit. Pete, kick in here if you feel there is more detail. In a newly developed area, if Pete has already gone through and commenced construction in that area, we have the obligation to be able to build services into that new development. If Pete has yet to begin construction in that area, Telstra maintains that responsibility to provide that service. I have not heard of a case of Telstra saying, 'No, I'm not going to do it, because Pete's coming soon to your area.'

Senator HANSON: Albury-Wodonga?

Mr Morrow: We will look into that. I have even had personal discussions with the Telstra executives, and they say that they do not want to leave anybody out there like this. Pete, is there anything further?

Senator HANSON: That complaint came through the inquiry in Albury-Wodonga. That was raised by the council.

Mr Ryan: No, I am not aware. I think the way he described it is right.

Answer:

The specific project referenced by Mr Andrew Cottrill in the Joint Standing Committee on the National Broadband Network transcript from 20 April 2017 - the Airside North development - has a signed agreement with nbn, and we understand that first services are required in June 2018. There are no known issues or delays in relation to this project.